

State Council on Workforce Services

22 April 2004

Salt Lake City, Utah

1:00 p.m.

Attendees: Peter Corroon, Kristie McMullin, Mark Raymond, Judy Chambley, Bob Haywood, Jeff Lindstrom, Shawn Potter, Blaine Petersen, Dave Hogue, Jane Reister Conard, Dave Pierce, Barbara Darling-Peterson, Mark Spencer, Stan Lockhart, Richard Winters, Frank Maughan, Allan Ayoub, Susan McAllister, Pamela Clark, Kathleen Alder, Jan Zogmaister, Evan Maxfield, Libbie Zenger, Tim Gwyther, Sarah Brenna, Ron Ahlstrom, James Whitaker, Michael Sullivan, John Nixon, Mark Bedel, Jon Pierpont, Rickie Bryan, Christopher Love, Bob Gilbert, Wayne Griffin, Roger Halladay, Carol Walker, Kevin Beutler, Harold Hess, Barbara Vail, Jane Broadhead, Pedro Ellaville, Jolyn LeFevre, Patrice Schell, Johnnie Janes, Tani Downing, Terry Schow, Helen Thatcher, Karen Silver, Dr. Claudia Thorum, Connie Crandall, Randy Knight, Brenda Voisard, Darin Brush, Steve Maas, Lynette Rasmussen, Mike Richardson, Suzette Hudson-Martellaro, Pattie Hansen, Julie Lay, Susan Hill, Jan Thompson, Melissa Finch, Connie Laws, Karen Larsen, Bill Bridge, Mary Lloyd Barth, Monica Hilding, Kim Auberger, Bill Crim, Raylene Ireland, Randy Emery, Monteen Gordon

Welcome and Opening Business - Randy Emery

Randy called the meeting to order and welcomed the group. He introduced Bill Bridge, Manager of the Metro Employment Center. Bill stated that on average, Metro provides services to 3200 individuals per month. The eligibility team serves more than 700 customers per month. Metro has also piloted UtahCares, supports the B.O.R.N. Initiative that prepares students for a nursing career, supports CNA training, hosted KUTV while they filmed a video and hosted Grand America when they interviewed for positions at the new hotel.

Randy introduced Jon Pierpont, Central Region Director of the Department of Workforce Services, Barbara Vail, Federal Project Officer from the Employment Training Administration of the Department of Labor, Mark Spencer who is representing State Council Member Richard Kendell, Michael Sullivan, new Director for Legislative Liaison and Customer Relations for the Department of Workforce Services, Kathleen Alder, former Wasatch North Regional Council Chair and Jeff Lindstrom who is representing State Council Member Ken Walker. Randy asked Dave Pierce to introduce members of the Cultural Integration Advisory Council (CIAC) including Barbara Darling-Peterson. Randy recognized Mary Barth, Grant Program Specialist and Terry Schow, Director, Utah Division of Veteran Affairs at the Utah National

Guard. Randy also acknowledged Richard Thorn and Marilyn Taylor, new Council Members who will begin in July.

Randy announced that Steven Laing, former Superintendent of Public Education, is no longer serving on the State Council as he is working in Logan. Randy presented plaques to Jane Reister Conard, whose Central Regional Council term ends June 30, 2004 and Dave Pierce, who has resigned as Chair of the CIAC.

Raylene Ireland and Randy Emery presented Sarah Brenna, former Director, Legislative and Customer Relations a plaque to acknowledge her contribution to the Department. Sarah is now working in a management track position.

Randy Emery called for approval of the Consent Agenda. He added that the training providers have all been approved at the regional level. Frank Maughan motioned to approve the consent agenda, Shawn Potter seconded the motion and the motion carried. Randy referred to the Grant Status Tracking Sheet that was handed out. He announced that even though the latest grant was not awarded, DWS has been successful in many grant applications and will continue to apply.

State Agency Hiring Veteran's Preference - Pedro Alvalle, Kevin Beutler

At the last State Council meeting, a request was made to clarify Veteran's Preference in State agency hiring. Kevin Beutler reported that he has been working with Pedro Alvalle and Monteen Gordon and has researched recent referrals and hiring practices. Utah Job Match, a new program that assists job seekers apply for State jobs online has been implemented. This application has a place for Veteran's to identify themselves as Veterans. When they identify themselves as Veterans, they are given preference. Pedro Alvalle, DWS Veteran's Program Specialist explained the Veteran's Services Preference Policy. This policy dictates the pathways and states the laws that the local Employment Centers must abide by. Pedro reviewed the UWORKS screen and showed where the Veteran Job Seeker's information is entered. Representative David Hogue raised a question regarding the term "ethnic". Helen Thatcher stated that this is a data collection device required by the Federal Government. Frank Maughan added that the priority given to Vietnam Vets over the last 30 years has recently changed. He feels a different era of Veterans is returning home and they

are counted in a different way. Terry Schow stated that he will return to the next Council meeting to comment on the Veterans issues. Shawn Potter added that the law requires employers to re-employ returning Veterans. If the employer does not comply, complaints need to be forwarded to Dale Brockbank, Director of Veteran's Employment & Training for the Department of Labor.

Monteen presented the new Veterans Incentive Awards. These are given to workers who provide exceptional services to Veterans. The funds for these awards are provided by a grant. This grant mandates that 1% be distributed as incentives.

Executive Director's Report - Raylene Ireland

Raylene reported that she met with the Utah Technology Commission today and the offshore call center issue was discussed. She continued that the nature of this issue began with a contract between DWS and eFunds, a business who handles the call center for the Horizon Card, a benefit issued by the Department of Human Services. This contract includes a description of the services provided, price and states that a portion of the customer service function may be moved off shore from the United States. There is an automatic call center in the United States that handles approximately 197,000 calls per month. About 6,700 calls are referred to the call center in India. This represents approximately four full time employees (FTEs). The Technology Commission made many suggestions such as running the course of the contract to bringing the four FTEs back to Utah. Raylene wants to keep the Council updated on this issue and will be asking for input in the future.

Raylene continued that she recently met with the Legislature. During that meeting, they renewed the Department for another ten years. She explained that when the Department was created in 1997, a sunset clause was included meaning the Department would have to be reviewed in 2004. The Legislature felt that DWS has made remarkable improvements including the food stamp accuracy rate. Raylene announced that Utah's accuracy rate currently ranks among the top 10 in the country and if we finish in the top seven we could receive food stamp bonus money. She will present these accomplishments to the Committee in June. She feels this accomplishment is the result of excellent front line workers, supervisors and management.

Legislative Update - Michael Sullivan & Sarah Brenna

Michael reported that during this year's session, the Legislature reviewed compensation for State employees. A 1% COLA and One-Time Bonuses will be given to State employees. Sarah Brenna stated that all three Department bills passed. They include:

- **HB8: UI Benefits Social Security Offset** - This was a Department bill that reduces the offset of Social Security benefits against weekly unemployment compensation from 100% to 50% for three years. Previously, older workers were not able to receive unemployment insurance if they were receiving social security benefits.
- **HB19: Employment Support Act Amendments** - This bill modified the Employment Support Act by making technical non-substantive changes and repealing outdated sections.
- **SB5: Employment Security Modifications** - This bill increases "failure to file" penalties for employers and modifies the fraud penalty and overpayment calculation by defining the overpayment as the amount the individual received by direct reason of fraud and would assess a penalty in the same amount. As an example, an individual receiving \$250 per week in unemployment insurance benefits that commits fraud by underreporting earnings by \$50 would currently owe \$300 to the Department. The proposed change would reduce the overpayment and penalty to \$100.

Michael continued that the general fund faired well with DWS receiving about \$11M, however funding for Child Care was not authorized. Raylene acknowledged Sarah Brenna, John Nixon and Tani Downing for their hard work during this year's session.

Operations and Performance Committee Report - Allan Ayoub

Allan reported that in today's committee meeting, the following items were discussed:

- **Veteran's Preference** - They discussed the priority procedure and if it meets the Federal requirement. They are requesting that DWS have Legal review the Veteran's Preference Policy and determine if

the self-directed system causes problems in dealing with veteran's priorities.

- **Budget Update** - They reviewed obligations and expenditures in all the various categories. WIA expenditures should be met and will be reviewed monthly.
- **Negotiated Performance Levels for PY 04** - Rick Little updated the group on negotiated performance levels. DWS staff is drafting a discussion regarding a letter to the Department of Labor (DOL).
- **WIA 5 Year Plan** - This plan was submitted to the DOL but recalled due to additional requests. We are required to submit a One Year Plan by the end of May if we are to be in compliance. The O&P Committee will be polled for a recommendation then the Council will be polled. Raylene added that DWS has waited for months for this feedback. She thanked the committee for structuring this short response time.

Follow-Up Item: Ask the Legal Department to review the Veteran's priority procedure to ensure it meets the Federal requirement.

Cultural Integration Advisory Committee (CIAC) - Dave Pierce

Dave reported that two years ago, Governor Leavitt chartered a committee to educate employers on cultural integration. A grant was used to form a partnership between DWS and Granite Peaks Adult Education. Accomplishments include:

- Explained and discussed the grant with over 20 companies along the Wasatch Front
- Met and set up a Cultural Integration and English Language proficiency program at ten companies
- Met with management and the consultants at all ten companies to develop an individual strategic plan for that particular company based on the results of testing, surveys, and focus groups
- Developed materials to market and sell the grant

Raylene reported that the Legislature has expressed interest in the future of the CIAC. Randy would like to see progress reported at the next Council meeting.

Regional Council Chairs Report - Evan Maxfield

Evan reported that in today's committee meeting, the following items were discussed:

- The Regional Chairs reported on their attendance at the National Association of Workforce Boards (NAWB) conference that they attended in Washington, DC in March. They attended a variety of workshops and reported that other states have multiple efforts going on but not centralized like here in Utah.
- One stops, training, certification and strategic planning
- Evan Maxfield was elected as the new Chair of the Regional Council Chairs.
- Lynette Rasmussen discussed that the Office of Child Care is developing a handbook to help employers who want to set up onsite childcare.

Central Region Training Provider Increase Request - Mike Richardson

Mike Richardson reported that the Central Regional Council is requesting that the limit on training dollars be increased from \$5,000 to \$7,000. He presented this request to both the Regional Council Chairs' Committee and the Operations & Performance Committee. He explained that DWS has a two-year limit on WIA and TANF training services. Training expenditures averaged less than \$2000 over the last two years. Only a few cases exceed the \$5,000 limit. Workers can approve up to \$5000 and a supervisor can approve any amount over that. Mike stated that DWS is recommending that the limit remain at \$5000. The \$5000 limit will keep over obligation to a minimum. Frank Maughan motioned to leave the training dollar limit at \$5,000; Mark Raymond seconded the motion and the motion carried. Jane Reister Conard abstained.

Business Services & Marketing Committee - Richard Winters

Richard Winters (Acting Chair for Ken Walker who is on vacation) reported that in today's committee meeting, Steve Maas presented the Workforce Development and Information Strategic Plan. Models are being added which encourage Utahns to train in the areas that fuel Utah's economy. Richard continued that the difficulty in meeting the Healthcare shortage was discussed. Frank Maughan added that the Committee discussed the 800 returning veterans and how DWS can get them into the system. Libbie Zenger stated that some vets have had problems navigating their way

through jobs.utah.gov. They need to receive information on where to turn if they are unable to get their previous jobs back and need to know that DWS has Vets representatives within the Department. Raylene suggested creating an information packet. Monteen stated that many of these issues have already been addressed. Dawn Lay and Dale Brockbank have made offsite visits and materials have been distributed to former returning Veterans.

Workforce Information & Coordination Task Force - Blaine Petersen

Blaine Petersen (representing David Harmer) reported that the Memorandum Of Understanding (MOU), between all Workforce Investment Act One-Stop Partners is in place and meets the Department of Labor requirements. A group that creates improvements and recommendations will come to the State Council for approval within six months. Blaine continued that Ron Ahlstrom demonstrated the SkillWindow tool that should be rolled out in June. Raylene added that the SkillWindow is a national product. Utah has done the research and has the talent to lead the nation.

State Youth Council - Jan Zogmaister

Jan reported that in today's committee meeting, the following items were discussed:

- Barbara Vail, Federal Project Officer from the Department of Labor attended today's committee meeting. Barbara felt that, as this is an election year, no reauthorizations will take place.
- The SYC subcommittee has created a newsletter, which is distributed primarily through the Internet. DWS will assist in making it more presentable.
- A budget report was presented. Obligations and expenditures are on track.
- Performance measures were presented. Some regions are doing better than others. In FY 03, all required measures were met.
- Last year, the SYC was asked to develop a citizenship plan. The regions reported on their progress.

Randy acknowledged Jan Zogmaister for her excellent work on the SYC. Frank Maughan acknowledged Jan for her recent political efforts.

Office of Child Care - Peter Corroon

Peter Corroon reported that Utah has an above average number of two parent-working families. The Office of Child Care is working on a handbook that will help an employer develop onsite childcare.

Other Business

Frank Maughan stated that a few years ago the VFW teamed with the Military Order of Purple Heart group. They took delivery of 15,000 seedlings, put them in pots and recently planted 700 trees in Vernal and 150 in Fillmore. He is offering to the regional councils if they have a youth project and would like to use the trees and establish a veteran's memorial forest in their area, let him know.

Kathleen Alder stated that when Central Region's request for an increase in training provider funds was discussed, it was noted that there is an accounting problem within the Department when funds are obligated but not expended. She feels this needs to be addressed. Mike Richardson replied that improvements are being made and he will report back to this group.

Lynette Rasmussen reported that anyone can nominate an employer for the Work/Life Award. She stated that this award is in its sixth year with the number of nominees increasing each year. Over time, the nomination process has become completely web-based. Lynette continued that employers look at the winner's benefits to determine if they can improve their own benefits for their employees.

Public Comment

Karen Silver, advocate with the Salt Lake Community Action Program congratulated Raylene Ireland on the Department's work in revising the Vision and Mission Statement. Karen asked if there will be opportunity for public comment prior to submitting the WIA Strategic Plan to the DOL in May. Mike Richardson stated that, since DWS just received the request, we are currently digesting the instructions and will discuss.

Next Meeting

Randy stated that the next State Council meeting is scheduled for July 15, 2004 at the Provo Employment Center.

*Please note this is a change from the previously announced American Fork Employment Center.

The meeting adjourned at 3:05 p.m.

Note to the minutes on actions of the Council in the interim:

**The State Council on Workforce Services was polled by email two times in the interim between the April 22, 2004 State Council and the July 15, 2004 State Council to:

1. Approve the revised Mission, Vision, Code of Ethics and Strategic Goals. Passed by a majority vote on 5/3/04. 18 Yes Votes received, 0 No and 0 Abstention Votes received.
2. Approve the State of Utah Department of Workforce Services Title I Workforce Investment Act of 1998 and the Wagner-Peyser Act Strategic One-Year State Workforce Investment Plan, which covers the period July 1, 2004 through July 1, 2005. As of June 1, 2004, 17 Yes Votes received, 0 No and 0 Abstention Votes received.